

# Home User Guide.

MOUNT VIEW DRIVE, GRETTON, GLOUCESTERSHIRE, GL54 5HS

December 2010  
Version 4.0

A guide to enable occupants to understand and operate their home efficiently and how to make the best use of local amenities

Prepared by [Markey Construction](#) working in Partnership with [Cottsway Housing Association](#).

# Contents Page

<b>Introduction.....</b>	<b>4</b>
<b>1. Environmental Strategy/Design &amp; Features.....</b>	
SUDS.....	5
Mechanical Ventilation MVHR.....	6
Rainwater Harvesting.....	7
Prefabricated Timber Frame .....	8
Gas Saver.....	8
Low-E Glass.....	8
Certified Timber.....	9
<b>2. Operational instructions.....</b>	
2.0 <b>General</b> .....	10
Window Operation & Care.....	10
Front/Rear Door Operation.....	11
Minimising Condensation.....	12
Kitchen Care.....	15
2.1 <b>Electrical</b> .....	17
Smoke Alarm.....	17
Internal Lighting.....	17
Shaving Light.....	17
Electrical Consumer Unit.....	18
External Lighting.....	18
2.2 <b>Plumbing</b> .....	18
Heating System.....	18
Sanitary Ware.....	20
<b>3. Energy.....</b>	
3.0 Low energy light fittings.....	22
3.1 Details of EU labelling scheme for white goods.....	23
3.2 General information on energy efficiency.....	24
<b>4. Water Use.....</b>	
4.0 Water saving measures and tips.....	25
4.1 External water use and efficiency.....	26
<b>5. Recycling and Waste Collection.....</b>	
5.0 Your household refuse and recycling service.....	27
5.1 Information on recycling bins and there location.....	31

5.2	Information on compost bins and there location.....	31
5.3	What is WRAP?.....	31
<b>6.</b>	<b>Sustainable DIY.....</b>	<b>32</b>
<b>7.</b>	<b>Alarm Information.....</b>	<b>34</b>
<b>8.</b>	<b>Home Information Guide Alternative Formats.....</b>	<b>34</b>
<b>9.</b>	<b>Recycling and Waste.....</b>	
9.0	What to do with waste that is not covered by the standard weekly collection.	35
<b>10.</b>	<b>Public Transport.....</b>	
10.0	Details of public transport.....	37
10.1	Cycle paths.....	39
10.2	Car parking, park & ride schemes and car hire.....	40
<b>11.</b>	<b>Local Amenities.....</b>	<b>42</b>
<b>12.</b>	<b>Things To Do.....</b>	<b>46</b>
<b>13.</b>	<b>Responsible Purchasing.....</b>	<b>47</b>
<b>14.</b>	<b>Emergency information.....</b>	
14.0	Location of A&E and local minor injuries clinics.....	49
14.1	Location of police / fire station.....	49
14.2	Emergency cut offs.....	50
14.3	Maintenance/Repair.....	50
<b>15.</b>	<b>Links, References &amp; Further Information.....</b>	<b>51</b>
<b>16.</b>	<b>Appendices.....</b>	<b>52</b>

## Introduction

The aim of this home user guide is to help you understand and operate your home efficiently and to make the best use of local facilities.

Your home has been built to achieve code 4 under the Department for Communities and Local Government Code for Sustainable homes (CSH). The building itself has been constructed using a prefabricated insulated timber frame which results in lower heating cost. All of the materials in your home are environmentally friendly and are from sustainable sources. To reduce water consumption the building has been fitted with water saving features such as flow restrictors and a rainwater butt.

When your house was constructed a Police Architectural Liaison Officer (ALO) carried out an inspection to ensure that it was safe and secure resulting in a secure by design certificate being awarded. During construction it also achieves a performance beyond compliance rating which is the highest rating in the Considerate Constructors Scheme. Both of these certificates can be found in the appendices at the back of the guide.

The guide itself has explanations of the equipment/features installed, how to use them effectively and maintenance instructions to ensure that your home functions as efficiently as possible. It also gives tips on how you can live a more sustainable life resulting in savings on energy, water and household running costs.

It also gives details of your local waste collection services such as; the days of collection and what to do with bulky waste items. If you are planning to carry out DIY it makes suggestions on products that would be most suited to your property. It gives addresses and contact numbers for your local GP (In case things go wrong), Post Office, Supermarket and other local amenities. If you are planning a day out, look no further as the guide also suggests areas of interest such as nature trails, parks and historic places near to this Area of Outstanding Natural Beauty (AONB).

# 1. Environmental strategy/design and features

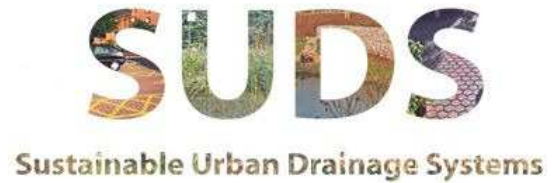
## 1.0 Systems in place

### **SUDs**

**Sustainable (Urban) Drainage Systems** are designed to reduce the potential impact of new and existing developments with respect to surface water drainage discharges.

They are designed to replicate natural systems that use cost effective solutions with low environmental impact to drain away dirty and

surface water run-off through collection, storage, and cleaning before allowing it to be released slowly back into the environment, such as into water courses.



Conventional drainage systems are renowned for flooding and polluting of the environment and as a result can cause harm to wildlife & habitats and can contaminate groundwater sources which are used for drinking water. The system at Queens Meadow has been designed by a hydrologist to be easily managed and will require no maintenance.

SUDS use the following techniques:

- source control
- permeable paving such as pervious concrete
- storm water detention
- storm water infiltration
- evapo-transpiration (e.g. from a Green roof)

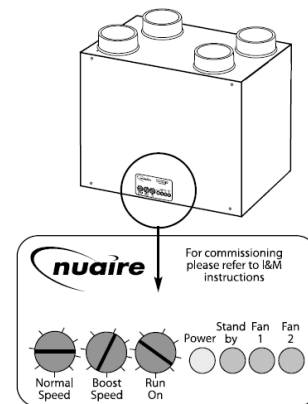
## Mechanical Ventilation MVHR

Your home has been designed to be air-tight this means that there very little natural ventilation in your home. While opening a window does provide ventilation, the building's heat and humidity will then be lost in the winter and gained in the summer, both of which are undesirable for the indoor climate and for energy efficiency.

Your [Nuaire mrxbox95](#) gives you much more in control of the climatic conditions in your home. It works by bring in fresh air from the outside and recycles the otherwise wasted heat from your bathroom and kitchen.

The heat exchanger block can recover up to 95% of the normally wasted heat.

The two independent fans have full speed control for background and boost ventilation rates as well as a run-on timer facility.



### Benefits of MVHR

- Speed control on supply and extract.
- Background ventilation control/set point.
- Boost ventilation control/set point.
- run on timer.
- Fan failure indication.



A low voltage sensor, activates the system when the RH level is above set point. Incorporates overrun timer and RH set point level adjustment.

### Maintenance requirements

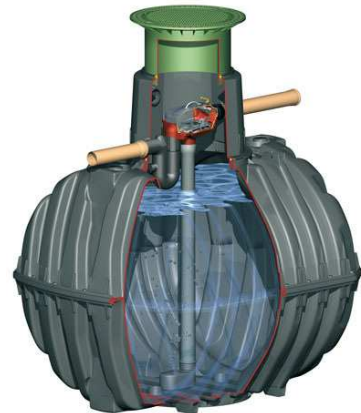
This system has been designed to have minimal maintenance requirements. The only requirement is a filter replacement every 12 - 18 months.

## Rainwater Harvesting

The [Rainwater Harvesting System Carat 2700](#) gives the ability to collect rainwater from roofs which can then be stored and used as a source of free water.

The advantages of rainwater harvesting are that it,

- Saves money by reducing your water usage
- Can be used for flushing toilets, washing machines, dishwashers, watering your garden or baths and showers
- A volume of water is kept out of the storm-water management system, thereby helping to reduce flooding risks
- And rainwater is better for your garden as it has a balanced ph and is free of chemicals such as chlorine.



Rainwater Harvesting Systems can simply be a water butt located under a down pipe from your guttering that you use to fill a watering with or it can be more sophisticated systems with a tank installed in a roof space with filters and pumps. Your dwelling has been fitted with a [Rainwater Harvesting System Carat 2700 system](#) which typically supplies 50% of your water requirements.

### Maintenance requirements

The tank should be inspected every couple of years for silt build-up, but it can be much long before any intervention is required. To get the silt out, lower a dirty water pump to the bottom of the tank when it's nearly empty and pump out the silt with the remaining water. A hose or pressure washer could also be useful.

## Prefabricated Timber Frame

Timber frame construction has developed significantly over recent years and is seen by the industry as an excellent way to meet demand for more energy-efficient homes while helping to reduce CO2 emissions and help mitigate the effects of climate change.

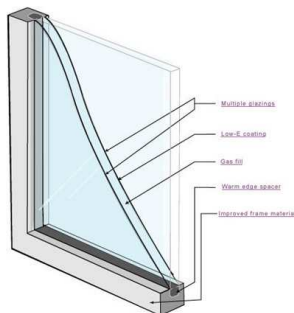
Your home has been constructed using [Prestoplan's Preswall 21](#) system which is a closed panel system which is pre-assembled wall panels and typically include insulation, moisture control layers and the weathering envelope. The benefits of this type of construction is speed of construction, improved quality may be improved due to more co-ordinated supply chain processes and production in controlled factory environments.

## Gas Saver

GasSaver technology is an innovative 'top box' that sits in between the boiler and the flue.

It re-uses flue gasses to pre-heat incoming mains water and therefore reduces gas consumption when the water is eventually brought in to the boiler to be heated for use.

A GasSaver also reduces instances of plumbing as gases exiting the flue terminal are significantly cooler. The GasSaver is maintenance free and in tests made savings of 50% of annual gas costs for heating hot water.



## Low-E Glass

Low-emission glass (Low-E) is a clear glass that has microscopically-thin coating of metal oxide. This allows the sun's heat and light to pass through the glass into the building. At the same time it blocks heat from leaving the room, reducing heat loss considerably. It increases the energy efficiency of windows by reducing the transfer of heat or cold through glass. That means in the winter your house stays warmer, and in the summer it stays cooler.



### **Certified Timber**

All the timber used in your home is Certified Timber which has been sourced from responsibly managed forests. This ensures that your home has not caused unnecessary damage to the environment when sourcing construction materials for your home.



## 2. Operational instructions

### 2.0 General

#### **Window operation & care**

Anglian products are designed and constructed to require minimum maintenance. PVCu frames are chemically stabilised to prevent discolouration and should only require an occasional clean with warm water and detergent to prevent a build-up of dirt and pollutants.

Listed below are some useful do's & don'ts which have been taken from the Anglian products customer guide:



#### **DO**

- Clean the glass regularly with a liquid spray glass cleaner
- Occasionally wash the PVCu with warm soapy water and wipe dry
- Use PVCu cleaner on isolated stubborn stains by applying with a damp cloth
- Always ensure that the drainage slots are kept unblocked and free of dirt etc
- Keep hinge and locking gear tracks clear of dust and debris to reduce wear

#### **DON'T**

- Use glass cleaner on PVCu
- Use coloured glass cleaner
- Use abrasive past cleaner
- Use excessive pressure
- Use high pressure or steam cleaners
- Use any type of bleach, solvent or adhesives
- Use any unspecified tools or abrasive papers such as sandpaper

### **Front/Rear door operation**

Your composite doors have been supplied by [Homesafe](#) as they not only provide a quality product that is durable, reliable, and environmentally efficient that meets the secure by design standard. But it is a product that has been developed and manufactured locally which helps to reduce the carbon footprint of the product.

The simple operation mechanism is simply a Latch bolt operated by downward movement of handle with security bolts that are deadlocked once fully thrown.

## **Minimising condensation**

Although you can not see it there is always moisture in the air. This can appear as condensation and be seen as steam or mist on your bedroom windows in the morning, in the bathroom mirror or from your 'breath' that you can see when you go out on a cold day. It mainly appears in cold weather and is found on the coldest surfaces or in places where there is little or no movement of air. You will find it in the corners of rooms, or near windows or behind furniture. It mostly appears on north facing walls which are colder because they don't get the sun.

The damp caused by condensation can cause mould to grow on walls, fabric and furniture which eventually leads to rotting. It can also cause paint to blister and wallpaper to peel off. Mould gives off tiny seeds called 'spores' - these spores float in the air (this is how it spreads) and can make conditions such as Asthma.

Modern construction techniques such as insulation to walls, draught proofing on doors and sealed window units have made it easier for you to keep your home warm by minimising draughts and stopping heat escaping from your home. But these improvements also stop moisture escaping. To reduce the risk of condensation in your home a control system this is known as Mechanical Ventilation Heat Recovery (MVHR). Please see section one for further details.

There are a number of things you can do:

### **Make less moisture**

- Wipe the water from your windows and sills with a cloth, but make sure you wring your cloth out in the sink and don't put the wet cloth on a heater to dry. Putting a wet cloth on a heater allows the water to evaporate back into the air which means it will re-appear as condensation when the temperature drops.
- Don't dry washing inside your home. All the water from your clothes will go straight into the air and as soon as the air cools you will get condensation on your windows and walls.
- Put lids on your saucepans when you cook. This keeps steam in the pan and saves money on your fuel bill.

- Vent your tumble drier outside. If your dryer is not self condensing make sure you put the hose out of a window to ensure the hot, moisture filled air produced by the machine does not condense inside your home. Opening a window is not enough. You can get hose kits from most electrical & DIY stores.

### **Increase the Ventilation**

- Use the trickle ventilators in your windows. You need a good air flow to help get rid of moisture which is produced in your home all the time. Modern windows have pull down flaps to help ventilate your home. Keep these open as much as possible so damp air can escape.
- Open a window when cooking and after showering/bathing. Boiling pans, hot baths and showers produce lots of steam. Opening a window ensures this steam condenses outside rather than inside your home.
- It also helps to keep your kitchen and bathroom doors shut when these rooms are in use for about 20 minutes after to stop moist air getting into other rooms. When your kitchen, bathroom or other rooms are not in use leave doors open so heat can spread evenly through your home.

### **Allow air to circulate**

- Do not put furniture against the outside walls of your home. The inside walls (between rooms) are always warmer and are therefore less prone to condensation. Leave a gap between the wall and the furniture so air can circulate and ensure that wardrobes and cupboards are properly ventilated to prevent mould growing inside.

### **Keep your home warm**

- When moisture condenses on your walls it makes them colder. This causes you to lose heat and increases the risk of mould growing. It then takes more energy to heat your home to a comfortable temperature which costs more. Heating your home efficiently

helps reduce condensation and could save money on your heating bills. Try to keep your home above 18°C (63°F) - most people find a comfortable heat is around 21°C (70°F). Condensation is sure to occur if you let your home fall below 18°C.

### **Remove mould as soon as you find it**

- You MUST remove mould as soon as you find it to stop it spreading and causing more damage to your home. You can get special cleaning products from DIY stores (always follow the manufacturers instructions) or use a good quality bleach mixed 1 part bleach to 4 parts water (but remember bleach may take the colour out).

## Care of Kitchen

Premiere Kitchens' units are designed to give many years of reliable service in normal household conditions. However it should be noted that the product is a piece of fitted furniture and should be treated with care, paying particular attention to the following areas.



### **Cleaning of Doors and Drawer Fronts**

- These should be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Avoid excessive water or any other liquid.

### **Cleaning Interiors of Units**

- Brush out any loose dust etc. The interior should then be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the unit bottom with excessive water or any other liquid.
- Drawer Boxes system is designed to operate under a maximum load of 25kg. Do not lean on partly opened drawers as this may cause the drawer box to part from the drawer runner.
- To remove drawer boxes Pull out the drawer box until it resists. Tip the front upwards to disengage the box from the runners.

### **To clean drawer boxes**

Remove drawers from the units and brush to remove loose dirt etc. Clean the drawer box using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the drawer bottom with excessive water or any other liquid.

### **General Care**

1. Never place hot cooking utensils taken straight from the hob or oven directly onto the worktop surface as this will cause damage. Use heat resistant mats. The Duropal laminate is tested to a temperature of 180c. Boiling water and cooking splashes will therefore do no harm to the surface of the worktop.
2. Do not allow water or other liquids to stand on the worktop or collect around joints and cutouts. Wipe away immediately.
3. Check the seal around all inset sink tops, hob cut-outs, end caps, jointing strips etc. thoroughly in order to ensure no moisture penetration. Always use a sealing agent on exposed chipboard edges and if an edging becomes loose or is damaged have it replaced immediately.
4. Do not cut objects directly on the worktop always use a chopping board for preparing food.

### **Cleaning Worktops**

The major advantage of Premiere Kitchens' worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with soft nylon bristles may be used for textured surfaces to ensure a more thorough cleaning but abrasive scouring pads, creams and even polishes should be avoided.



## 2.1 Electrical

### Smoke alarm

Your home has been fitted with an Aico Ei154TL heat alarm and a Aico Ei156TLH optical alarm. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.



- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.
- Pressing the button will test the alarm and sound the horn while suppressed
- When the battery is empty the alarm will flash and beep every 40 seconds to indicate it needs recharging
- Alarm has a 5 year guarantee

### Internal Lighting

#### - Fluorescent kitchen lighting

Single 36W fluorescent batten with acrylic diffuser aluminium extrusion construction  
Suitable for 1 x 36W

#### - Bathroom & Cloakroom

R282D+LE complete with 28W 4 pin lamp. It has a 3 hour maintained emergency duration.

#### - Lighting in other areas

GESPEND613 is a 13 Watt 4 pin compact fluorescent lamp with energy saving pendant.

### Shaver light/socket

Stylish range of dual voltage diffused bathroom Shaver lights with pull cords. Designed for easy installation and safe reliable operation. The Shaver Socket will operate with the light switched off.

### **Electrical consumer unit**

A NHRS15SSLHI Wylex NH insulated consumer Unit which meets all British and international standards.

### **External lighting**

The Lantern is for use with 60w GLS lamps or with energy saving 9w lamps which provide a longer life and save up to 80% energy compared to a standard light bulb.

## 2.2 Plumbing

### **Heating system**

The Alpha CD28S is a highly efficient boiler which is SEDBUK Band 'A' rated – the highest possible SEDBUK energy efficiency rating and come with a 3 Year Manufacturers Guarantee.

The boiler operating mode is controlled by the selector switch on the facia panel, when set to ON the boiler will provide central heating.

#### **Central Heating Mode**

If there is a call for heat, the pump will start to circulate the central heating water. The fan will run and the pre-mix burner will light. The burner output then automatically adjusts to suit the system demand; as the temperature of the water in the boiler approaches that set by the adjustable temperature thermostat, the burner output is reduced. When the set temperature is reached, the burner is turned off. The fan continues to run for 50 seconds and the pump continues to run for three minutes, after which the burner can re-light if required. If the primary sensor has not registered the pre-set temperature but the room thermostat is satisfied the burner is turned off. The fan continues to run for 50 seconds and the pump continues to run for 60 seconds. In this instance there is no delay before the burner will relight.

**Note:** If the system pressure is very low, the primary pressure switch will prevent the boiler from operating.

#### **Frost Thermostat**

The boiler incorporates a built in frost thermostat which automatically turns on the boiler and pump if the water in the boiler falls below 4°C, providing the electrical supply is on and

the selector switch is set to position 1 or position 2. The boiler will operate until the water temperature in the system reaches approximately 30°C.

### Pump

If the electrical supply is on and the boiler has not operated for 24 hours for heating or hot water, the pump will operate automatically for thirty seconds every 24 hours.

### Indicator Neons

When neons A (red), B (red), C (yellow), D (green) are illuminated, the following conditions apply:-

#### Neon

**D** Illuminated continuously - Electricity supply to the boiler is on.

**C** Illuminated continuously - Burner is alight.

**A** Flashing on and off - Temperature sensor fault.

**B** Flashing on and off - Overheat thermostat has operated. Rotate selector switch to the reset position (3) to reset.

**B** Illuminated continuously - Burner has failed to light. Rotate selector switch to the reset position (3) and the ignition sequence will restart after a delay of about 30 seconds.

**A** and **B** Flashing on and off at the same time - Blocked flue or fan fault.

**A** and **B** Flashing on and off alternatively - System pressure is very low and re-pressurisation is required.

**A** Flashing and **B** Illuminated continuously - Pump fault or restricted flow.

**Note:** Do not hold the selector switch in the reset position (3) for more than 2 to 3 seconds.

### Central Heating Timer

The Alpha Digital Clock is an easy to use programmable unit with 7 day, 24 hour precision. The clock is sited within the control panel of the boiler.



### Thermostatic Radiator Valves

The Myson TRV 2-way is the most complete thermostatic radiator valve range available for today's central heating systems.

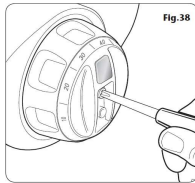
## Sanitary Ware

### Shower

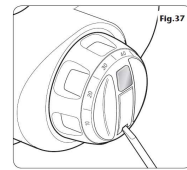
The Triton Domina shower that has been installed requires regular cleaning. The showerhead **MUST** be regularly cleaned to remove scale and debris.

### Adjusting the Maximum Temperature Stop

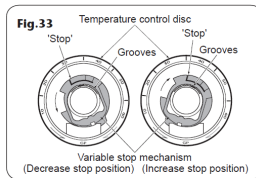
Should you need to alter the maximum stop position at some time in the future, proceed as follows:



Using a thin bladed screwdriver remove the temperature knob trim (**fig.37**). Unscrew the central fixing screw (**fig.38**) and remove the temperature control to reveal the mechanism. Remove the temperature control disc.

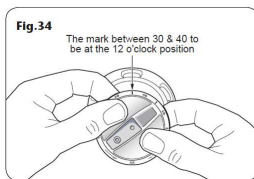


The control disc houses the variable stop mechanism (**fig.33**).

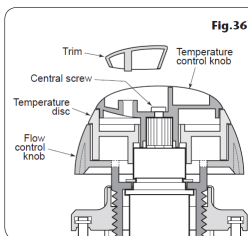


To increase the temperature stop setting, reposition the variable stop mechanism clockwise within the arc of the grooves. To decrease the temperature stop setting, reposition the variable stop mechanism anticlockwise within the arc of the grooves.

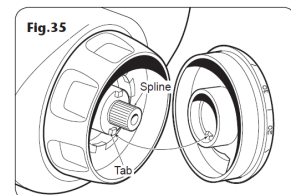
Rotate the temperature spindle clockwise (hotter) or anti-clockwise (cooler) until the desired maximum showering temperature is reached. Only adjust when the hot water is at its usual supply temperature.



Set the variable stop mechanism at the preferred position, place the temperature control knob inside the temperature control disc making sure the control knob locks out tight against the stop. Holding the temperature disc and knob firmly together, refit into the flow control knob such that the line between '30' and '40' on the disc is at the 12 o'clock position (**fig.34**). Carefully place so the disc engages



onto the two protrusions (**fig.35**) while at the same time the temperature knob locates onto the spline without rotating it. Turn shower on and off several times and check the maximum setting is correct and that it locks out against the variable stop. Fit the central screw and knob trim (**fig.36**).



### **Kitchen taps**

Java Single Flow Monobloc Sink Mixer kitchen sink tap with a swivel spout and a flow rate of 4 litres per min

### **Toilets**

The Galerie FLUSHWISE WC which has won the Waterwise Marque is a dual flush that operates using 4 or 2.6 litres of water.

### **Hand basin**

Java Mono Basin Mixer With Pop Up Waste Chrome Plated and a flow rate of 4 litres per min

### 3. Energy

#### 3.0 Low energy light fittings

Depending on how long your lights are in use every day, just one energy saving light bulb could save you on average around £2.50 a year. And the light bulb will last around 10 times longer than a standard bulb and could save you around £40 before it needs replacing.

Fitting all your light with energy saving bulbs and you could save around £37 a year and £590 over the lifetime of all of the bulbs.

These savings take into account the higher cost of energy saving light bulbs. With prices starting from £1 - £2, you'll usually recoup the extra outlay within a year.

Energy saving light bulbs use between a fifth and a quarter of the electricity of ordinary bulbs to generate the same amount of light. So where you'd normally use a 60W bulb, you'll only need a 11-14 Watt bulb.

Standard bulbs	Energy saving equivalent
25W	5-7W
40W	8-9W
60W	11-14W
100W	20-23W

### 3.1 Details of EU labeling scheme for white goods

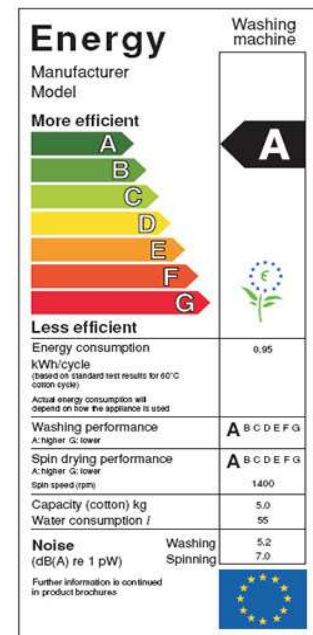
The EU Energy Labelling scheme is a compulsory requirement for all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product.

The system used by the EU Energy Label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme including various performance related ratings (also scaled A to G).

Since its introduction in 1995, the EU Energy Label has become a widely recognised and respected guide for manufacturers and consumers alike.

The scheme covers; Dishwashers, Washing Machines, Freezers, Fridge Freezers and Refrigerators.

All of which require a D rating or above.



## 3.2 General information on energy efficiency

One of the key considerations when your house was being designed was the needed to be energy efficient so your home was built using the latest construction methods and environmentally friendly products. There are simple steps that you can take that will also improve your home's energy efficiency. With help from the Energy Saving Trust here are some simple steps that you can take;



Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent and typically saves around £55 per year. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.



Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.



Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.



Always turn off the lights when you leave a room.



Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.



Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).



If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.



A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off.



## 4. Water Use

### 4.0 Water saving measures and tips

Considerations have been made to limit the amount of water used in your dwelling these include; All wash hand basin taps have flow regulators which limits the flow to 4 litres per minute. The toilets have a 4/2.4 litre dual flush which gives the option to save water. The bath has an overflow of 140 litres which is 40 litres less than a conventional bath and your electric shower has a flow rate of below 6 litres per minute.

**There are also simple steps that you can take to reduce your water consumption which will help to save you money and water usage.**

- Take a shower rather than a bath
- Don't run the tap whilst cleaning your teeth
- Only boil as much water as you need when making drinks
- Don't leave taps dripping - repair any worn washers
- Only wash full loads in washing machines and/or dishwashers
- Water remaining after boiling eggs can be cooled and used to water plants as this is high in nutrients as is the dirty water taken from a fish tank
- If you drink tap water and normally run the tap for a while to ensure the water is cold, collect this initial supply either in your kettle or to water plants etc. alternatively, instead of waiting for it to run cold keep a jug of water in the fridge.
- Wash vegetables in a bowl rather than under a running tap.

## 4.1 External water use and efficiency

There are also saving that can be made for external water use. Your home has been provided with a water butt that gives you a supply of up to 200 litres of rainwater which can be used for general gardening purposes or even washing your car.

### **Tips for outdoor water use**

- When gardening try to use a watering can, a drip irrigation system or a hosepipe with a trigger and better still connect it to your water butt. This allows for sensible water wise gardening, whilst still conserving supplies.
- Pressure washers use a lot of water. Use them sparingly and think about what you are doing. If must use one to wash your patio furniture or bike, why not do it on the lawn so the water gets recycled.
- Lots of people use bathwater on their garden. Remember this is dirty water. Use it immediately and never store it. Do not use it on fruit or vegetables or near children.
- Use a trigger nozzle on your hosepipe to halve the water used and direct the water flow to the roots of your plants. Alternatively by using a watering can you can significantly reduce the amount of water wasted.
- Your roof collects about tens of thousands of rainwater each year. This could fill your water butts hundreds of times with free water.
- Use a bucket and sponge to wash your car. Just 30 minutes with a hosepipe will waste hundreds of litres. And, using a bucket will give your car a much more precise wash. If you must use a hosepipe, attach a trigger nozzle.
- Use mulch and bark in your garden to reduce evaporation by up to 75%
- Think about mixing some drought resistant bedding and perennial plants to your garden to add diversity.

## 5. Recycling and waste collections

### 5.0 Your household refuse and recycling service

Tewkesbury Borough Council provides a number of services for residence within the Borough.

- These services include: recycling, refuse, food waste, garden waste collections & Household recycling centres

The collection dates for the applicable services are as follows;

	Days	Frequency
Recycling ( <b>Blue</b> )	Wednesdays	Fortnightly (opp. week to green bin)
Refuse ( <b>Green</b> )	Wednesdays	Fortnightly (opp. week to blue bin)
Food waste ( <b>Caddy</b> )	Wednesdays	Weekly collection
Garden waste ( <b>Brown</b> )	Wednesdays	Fortnightly same as green bin

#### - Recycling (blue bin, garden waste and food waste)

The blue bin recycling collection is a fortnightly service collect on alternate weeks to the green refuse bin. Please ensure your blue bin is placed at the kerbside by 7am next to your larger food caddy.



Each dwelling is provided with a blue bin for recycling. If you do not have a blue bin or would like to order an additional recycling bin please telephone the Council on **01684 295010**.

The blue bin may be used for recycling the following materials:

- Food and drink cans (please give them a rinse)
  - Newspapers & Magazines
  - Plastic bottles
  - Drink cartons (Tetra-Pak)
  - Catalogues (no hardbacks)
  - Office paper, envelopes - no shredded paper please
  - Glass bottles and jars (no milk bottles, drinking glasses or broken glass)
  - Light weight cardboard such as cereal boxes, paper roll liners, food boxes and so on.
- When possible, please flatten and tuck inside one of the card boxes

#### **- Refuse collection (green bin)**

All rubbish collected in the green bin goes to landfill. We encourage all residents to recycle as much as possible before putting anything in the green bin. This reduces the impact on the environment and Under the Duty of Care regulations, all householders need to ensure that their refuse is passed to authorised carriers only. **Householders not taking reasonable measures to do so could face fines of up to £5,000.**



#### **Refuse collection guidelines:**

- All rubbish must fit in the green bin and the lid must be closed.
- Rubbish placed at the side or on top of the green bin will not be collected
- Put your food waste caddy next your green bin for collection. The same crew will collect the food waste in a separate compartment on the vehicle.

If you have 5 or more in the family you can purchase an additional green bin. Please put this request in writing to: Direct Services Manager, Tewkesbury Borough Council, Council Offices, Gloucester Road, Tewkesbury, Gloucestershire, GL20 5TT.

## Collection day changes

When there is a Bank Holiday in the week, the refuse is usually collected one day later. Separate arrangements are made for the Christmas/New Year period.

The Council will supply householders with a green wheeled bin for domestic refuse at a charge of £35. To order a bin, please telephone the Council on **01684 295010**. Delivery can take up to 14 days.

## - Food waste collection

Tewkesbury Borough Council operates a food waste collection on a weekly basis.

### How to use the weekly food waste collection

1. Line the small caddy with a **compostable liner** or newspaper
2. Use the smaller caddy in the kitchen to collect the food waste
3. Every few days transfer the food waste (and the liner) to the larger caddy
4. Put the larger caddy outside next to the correct bin, every week for collection

The food waste is then collected weekly which is then taken to the Forest of Dean where it is turned into compost

### Caddy Facts:

Both caddies are lockable. Rotate the handle to the front of the caddy and it locks. This prevents pets and pests getting inside.

Using a liner will keep the caddy clean but it is recommended that every few months they are washed out with warm soapy water. The water can be tipped down the drain (it's just like dirty washing up water). Caddies are dishwasher safe up to 60°C.

## - Garden waste collection

The Garden Waste Collection scheme was introduced in March 2006 in response to government targets for increased recycling. Since its introduction, there are now over 12,000 residents subscribing to the scheme. This has prevented over 10,000 tonnes of compostable waste from going to landfill.



### How does it work?

Residents subscribe to the scheme by ordering and paying in advance annually. Customers then receive a loaned brown wheelie bin in which to keep their garden waste. The bin is normally delivered within 28 days of your subscription payment being taken. It will be emptied fortnightly, on the same day that your green refuse bin is emptied. You will need to ensure that **the brown bin is put out by 7am on the day of collection**. The brown bin is emptied fortnightly, on the same day that green bins are emptied. The cost of one year's subscription is £32.

The bin can be used for items such as; *hedge & shrub clippings, grass cuttings, and leaves etc.*

### How to subscribe/renew your subscription

Whether you're subscribing for the first time or renewing your subscription, there are various payment methods available.

- To pay online (renewals only)
- To pay over the phone using a credit/debit card, please call **01684 295010**.
- To pay by cheque, please make your cheque payable to "Tewkesbury Borough Council" and send it to Tewkesbury Borough Council Council Offices, Gloucester Road, Tewkesbury, GL20 5TT with a covering letter giving your full address details (including postcode), a contact telephone number and, if applicable, an email address.

**Important:** Please note that kitchen waste (peelings, cooked food, etc.) and animal waste (faeces, bedding, etc.) must **not** be put into the brown bin. This is a legal restriction, introduced after the BSE crisis, to prevent the spreading of bacteria. As garden waste is composted in the open air, contamination from kitchen and animal waste can cause widespread distribution of bacteria, leading to viral outbreaks such as BSE (mad cow disease) and Foot-and-Mouth disease. **If either of these is found in the brown bin, it will not be emptied.**

All garden waste must be put into the brown bin *loose*, not in bags, or we will be unable to empty the bin. Additional bags of garden waste are also unable to be collected. Please remember that you are not allowed to put any garden waste in your green refuse bin.

### 5.1 Information on recycling bins and there location

In your kitchen cupboard you will find two 20 litre recycling bins one of which has a divider that creates two 10 litre bins (and one 20 litre) this is to assist you in segregating your waste and is in addition to your standard waste bin.

### 5.2 Information on compost bins and there location

Your home has been provided with a compost bin which is located in your back garden next to your shed and is accessible from the footpath. It can be used for disposing of garden waste and house hold organic waste such as; **tea bags, uncooked vegetables, fruit and egg boxes**. Please keep out; **meat, nappies, dairy products and animal foul**.

For further information please visit; [www.recyclenow.com](http://www.recyclenow.com)

### 5.3 What is WRAP?

WRAP is a non-profit organisation that is supported by government funding. Its main aim that is achieved through working with partners is to prevent waste, promote recycling and develop markets for valuable products. WRAP works with the public providing information and tools that support recycling and reduces food waste. This helps bring measurable gains to the economy and long term benefits to the environment.

If you would like guidance on recycling and sustainable waste disposal please visit their website for further information; [www.wrap.org.uk](http://www.wrap.org.uk)

## 6. Sustainable DIY

If you are planning to carry out DIY it is important to choose the most suitable materials for the job. Here are some tips to ensure that you chose products that are sustainable, are non-hazardous and are suited to your home.

**Fixings** – it is important to remember that your house is constructed using a timber frame so when putting up a picture frame for example you will need to check exactly what you are screwing into. It will be either plasterboard or into the stud wall, in the case of it being plasterboard you will need a cavity wall fixing. If it is stud you should be able to screw directly to the wall. If you are in any doubt you should contact a professional as it is essential that know exactly what you are screwing/drilling into prior to starting.

**Timber** – the timber you choose can have an impact on the environment. Materials that are less environmentally damaging do not necessarily cost more, often perform well, and many are widely available. For example:

- using reclaimed wood saves energy and resources

When buying timber from a merchant it is important to know where it has come from. Buying timber that is FSC (Forestry Stewardship Council) certified or has a CoC (Chain of Custody) will ensure that it has come from a sustainable resource.

**Paints & Finishes** - When choosing a paint or finish try to find one with a low environmental impact:

- if you have the choice, choose a product without a hazard warning on the label
- (a black symbol on an orange or yellow square, with a description of the hazard)
- 'natural' or 'all natural' paints, milk paints and white washes can contain less harmful



substances than ordinary paint

- calculate how much paint you need and try not to buy too much - a lot of paint that people buy is never used
- look for the European Ecolabel for indoor paints (this means that they have a lower impact on the environment)

### Volatile organic compounds (VOCs)

Most paints contain VOCs, which can be harmful to humans, wildlife, plants and even building materials. New legal limits have been introduced for VOC content in paints and varnishes used around the home. VOC content must now be displayed on all such products:

- choosing the appropriate product with the lowest VOC content you can will help reduce harmful effects

### Think twice about projects that consume energy

Some DIY projects will increase your energy usage significantly, increasing fuel bills and your contribution to climate change. If possible:

- try to avoid putting heating in your conservatory, as few conservatories are well insulated and much of the heat is likely to be lost
- think about using solar power for water features and lighting in your garden

Manufacturing tools uses energy and resources, but many are hardly used. The average drill is used for less than 15 minutes in its entire lifetime, so consider borrowing or hiring instead of buying.

## 7. Smoke Alarm information

Your home has been fitted with an Aico 154 smoke alarm which can be found in the hall of your property and a heat alarm has been fitted in the kitchen. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.

- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.
- Pressing the button will test the alarm and sound the horn while suppressed
- When the battery is empty the alarm will flash and beep every 40 seconds to indicate it needs recharging
- Alarm has a 5 year guarantee

## 8. HUG (Home User Guide) alternative formats

**If you require a copy of this guide in an alternative format please contact Markey Construction**

**Markey Construction**

Unit Q1  
Quadrant Distribution Centre  
Quadrant Way  
Hardwicke  
Gloucester  
GL2 2RN

01452 886 155

[info@markeyconstruction.co.uk](mailto:info@markeyconstruction.co.uk)

Electronic versions can be found at the following address

[www.markeyconstruction.co.uk](http://www.markeyconstruction.co.uk)

Please note there is a charge for this service

## 9. Recycling and waste

### 9.0 What to do with waste that is not covered by the standard weekly collection

**If you have waste that is not covered by your weekly collections here are some suggestions to how it can be disposed of;**

#### **Household recycling centres**



Gloucestershire County Council provides five Household Recycling Centres (HRCs). At these sites, even more items can be recycled than at neighbourhood recycling banks. The nearest Household Recycling Centre (HRC) is conveniently located **Wingmoor Farm**, which is one and a half miles from Bishops Cleeve. For details on how to reach the Household Recycling Centres please see below. The facility is open all year round except Christmas Day (25th December) and New Years Day (1st January).

Opening times are from 9.00am until 6.15pm.

The site operates a strict **\*Ring and Bring for Vans, Pick ups and Large Trailers\*** so it is essential to call the helpline number on **0845 602 9344** (line open 9am-5pm, Monday-Friday), giving **24 hours' notice**. Prior if using the type of transport.

The operation of the HRCs is for the benefit of householders to recycle materials from the property for which they pay Council Tax. The appointment system is being introduced to reduce the amount of business waste being deposited at these sites, the disposal of which currently has to be covered by Gloucestershire County Council.

**The Household Recycling Centres cannot accept any business waste. It is illegal for HRCs to accept any waste from businesses.**

### **- Bulky Waste Collection**

Tewkesbury Borough Council offers a special collection service for items that do not fit into a standard refuse bin. The cost of the service is **£17.50** for up to **three** items. However, if you are in receipt of Council Tax Relief and/or Housing Benefit, there is no charge for this service.

To book a bulky waste collection, please call **01684 295010**.

Typical items include:

- furniture, e.g. sofas, armchairs, beds, tables, desks, wardrobes (a 3-piece suite or a table & chairs counts as a single item)
- appliances, e.g. fridges, freezers, dishwashers, microwave ovens, tumble dryers, washing machines
- audio-visual equipment, e.g. stereo systems, televisions, CD/DVD players
- mattresses
- carpets and lino
- garden furniture, e.g. lawn mowers, spades, rakes
- bicycles
- large children's toys

items such as building materials, sheds/greenhouses, radiators, kitchen units/sink, tops car parts/batteries and bathroom suites will **not** be collected:

## 10. Public transport

### 10.0 Details of public transport

Your nearest train station is Cheltenham Spa and is located at the bottom of the map below. For further enquires and train times please contact the following;

#### Station info

Cheltenham Spa Station  
Queens Road  
Cheltenham  
Gloucestershire  
GL51 8NP

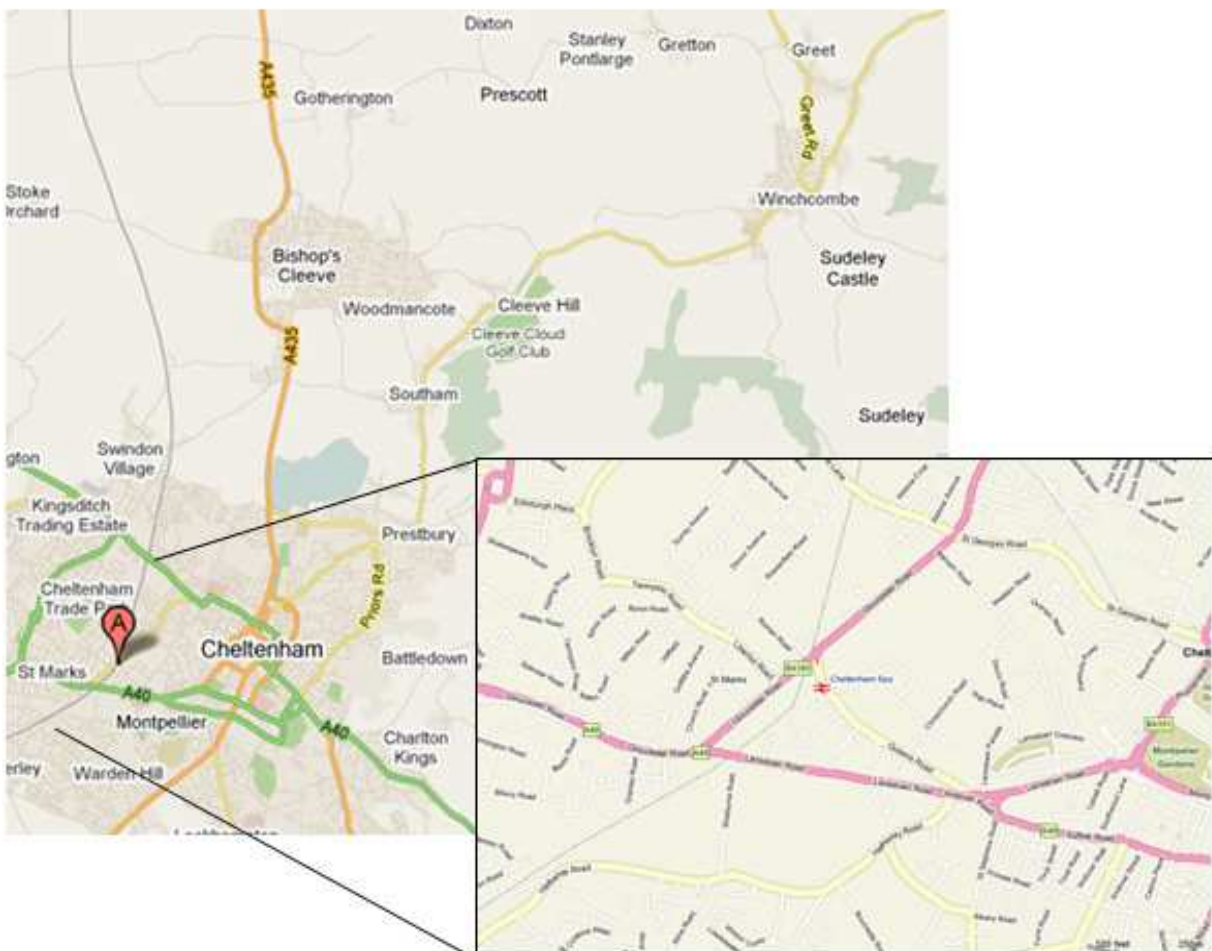
[firstgreatwestern.co.uk](http://firstgreatwestern.co.uk)

#### Buying tickets

[nationalrail.co.uk](http://nationalrail.co.uk)

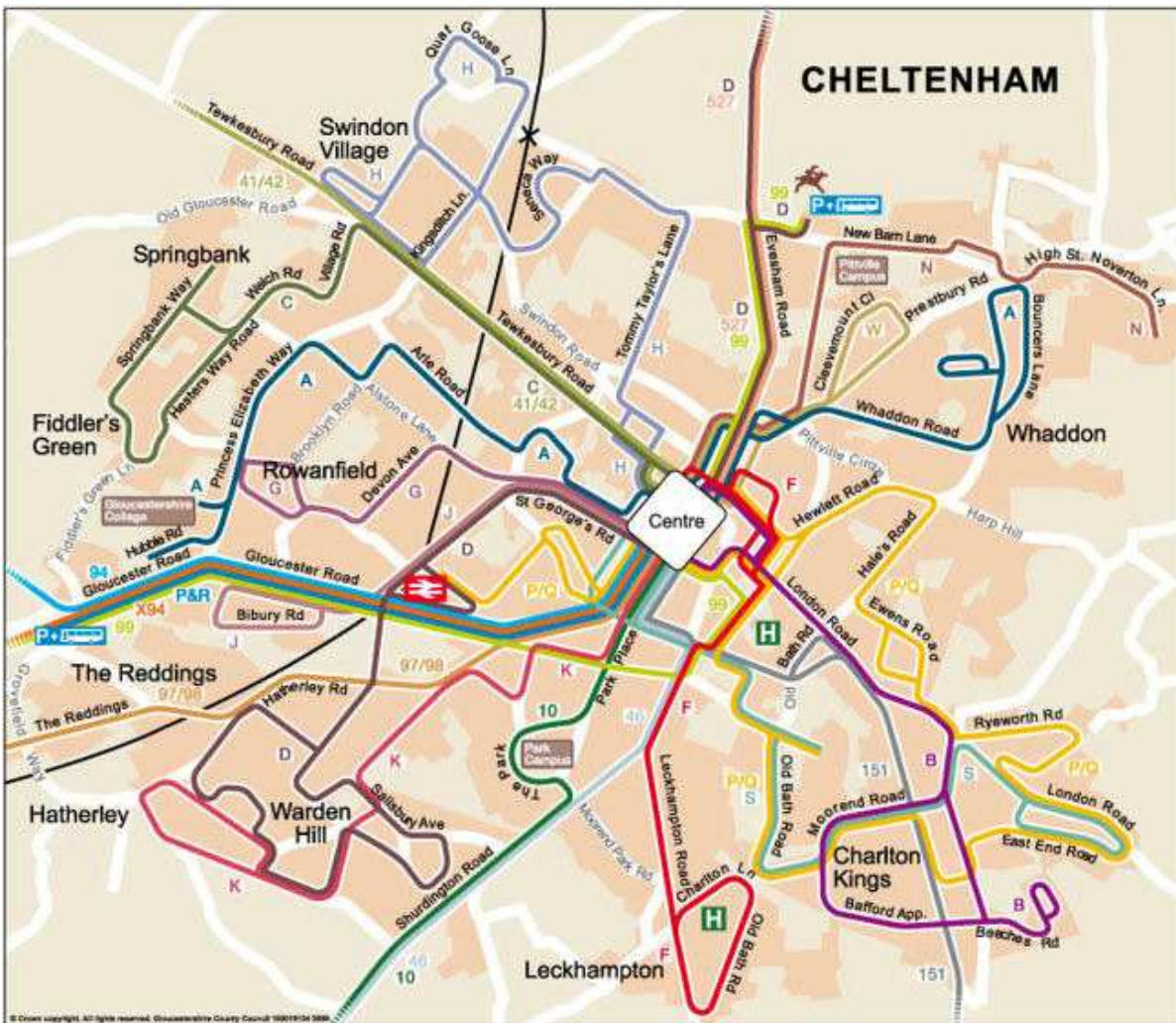
[thetrainline.com](http://thetrainline.com)

[virgintrains.co.uk](http://virgintrains.co.uk)



## Bus Route

Due to the rural location of your home there is limited public transport in the immediate vicinity. The main bus route that runs through Gretton is the 606, this service does stop on Gretton Road opposite Delavale Road. This route takes you to Willersey or in the opposite direction to Royal Well bus station in the centre of Cheltenham, which has transport links further to all over the country via the train station, national express services and Staverton Airport.



for further information on bus timetables throughout the county please visit [www.gloucestershire.gov.uk/bustimetables](http://www.gloucestershire.gov.uk/bustimetables)



## 10.1 Cycle paths

Winchcombe has some beautiful scenery, which makes an excellent backdrop for a bike ride. If you wanted to challenge yourself you could attempt to complete this mammoth 47 mile trip, but be warned it isn't for the faint hearted. If you wanted something a little more leisurely look at the two cycle routes that have been provided in the appendices.



For more information on cycling in the region please visit the following websites;

<p>Cycle Routes</p> <p><a href="http://cycle-route.com">cycle-route.com</a></p> <p><a href="http://Sustrains.org.uk">Sustrains.org.uk</a></p> <p><a href="http://cotswold.gov.uk">cotswold.gov.uk</a></p>	<p>Cycle Clubs</p> <p>Cheltenham &amp; County <a href="http://cc-cc.co.uk">cc-cc.co.uk</a></p> <p><a href="http://cheltenhamctc.wordpress.com">cheltenhamctc.wordpress.com</a></p>
---	--

## 10.2 Car parking, park & ride schemes and car hire

### Park & Ride

The nearest park and ride is situated at Cheltenham Race course this allows easy access to Cheltenham town centre via the 511 service or the D Route Bus Link that runs every 10 mins during peak times.



### Public Car Park

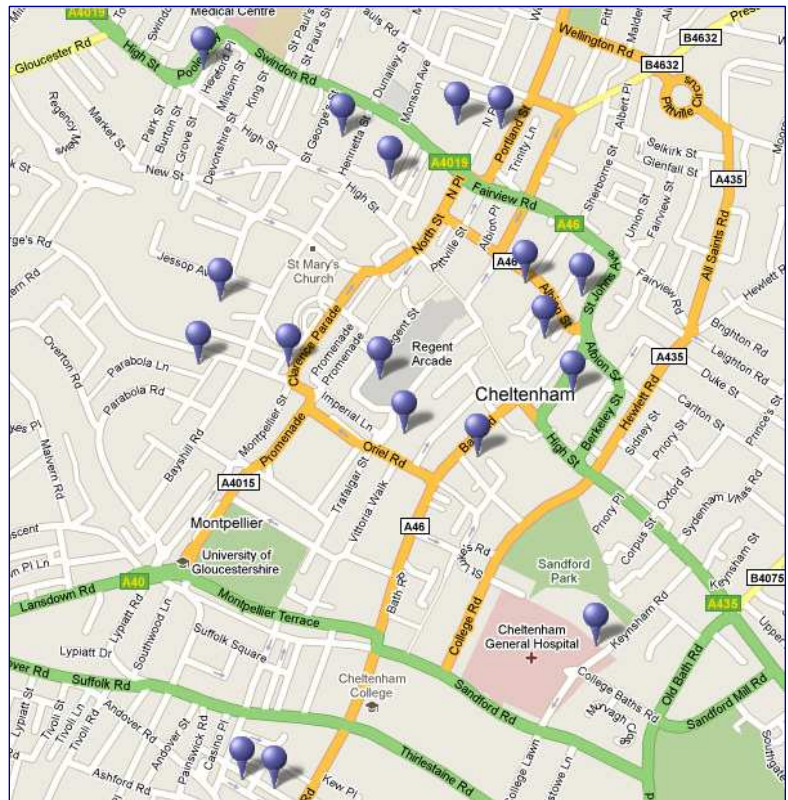
If you are travelling into Winchcombe there are two car parks, please see the details below

### Winchcombe Car & Coach Parking

Name of Car Park	Spaces	1 Hour	2 Hours	3 Hours	4 Hours	4 Hours+
Back Lane Winchcombe	98 cars	A £1.00 charge applies for any period of time				
Bull Lane Winchcombe	45 cars	£1.00	£2.00	£3.50	£5.00	£8.00



If travelling further afield to Cheltenham here is a map with details of all the public car parks that are operated by Cheltenham Borough Council



## Car Hire

### Enterprise

48 Swindon Road  
Cheltenham,  
GL50 4AS

01242514411

[enterprise.co.uk](http://enterprise.co.uk)

### Economy drive car rental

1 Crescent Terrace,  
Cheltenham  
GL50 3PE

01452 383 990

### Apex Self Drive

Wyman's Lane,  
Swindon Village,  
Cheltenham  
GL51 9QF

01242 233 084

[apexselfdrive.co.uk](http://apexselfdrive.co.uk)


## 11. Local Amenities

The following provides you with the locations of various amenities within the local area;

### Allotments

The closest allotment is situated on vineyard street. To find out more about allotments and availability in the area please contact Rob Hainsworth, who is the Grounds Maintenance Manager for Tewkesbury borough council, on 01684 272182.

---

<b>Schools</b>	<b>Gretton Primary School</b> Gretton, Cheltenham, Gloucestershire, GL54 5EY	01242 602679 <a href="http://gretton.gloucs.sch.uk">gretton.gloucs.sch.uk</a>
<hr/>		
		
	<b>Woodmancote School</b> Station Road, Woodmancote, Cheltenham, GL52 9HN	01242 674312 <a href="http://woodmancote-school.ik.org">woodmancote-school.ik.org</a>
	<b>Winchcombe School</b> Greet Road, Winchcombe, Cheltenham, GL54 5LB	01242 602233 <a href="http://winchcombe.gloucs.sch.uk">winchcombe.gloucs.sch.uk</a>
	<b>Gloucestershire College</b> Princess Elizabeth Way, Cheltenham GL51 7SJ	0845 155 2020 <a href="http://gloscol.ac.uk">gloscol.ac.uk</a>
<hr/>		
<b>Community Centre</b>	<b>Winchcombe Youth &amp; Community Centre</b> Gretton Road, Winchcombe, Cheltenham, GL54 5EE	01242 602317

---

---

<b>GP surgeries</b>	<b>Winchcombe medical Centre</b> Greet Road, Winchcombe, Cheltenham, GL54 5GZ	01242 602307
---------------------	--	--------------

---

<b>Play Areas</b>	<ul style="list-style-type: none"><li>- Jubilee Play Park for age 3-13 years – this is located near the Abbey Field in Back Lane.</li><li>- Becketts Lane, Greet for age 3-6 years – this is located near the newish development called The Finches in Becketts Lane</li><li>- King George V Playing Field, Mill Lane, – this is primarily a football field but with a small playing area which is being upgraded in the next 6 months with new equipment for age up to 15 years.</li></ul>
-------------------	---

---

<b>Supermarket</b>	<b>Co-op</b> 22/24 North Street, Winchcombe GL54 5PS	01242 604220
	<b>Tesco</b> church road, Bishops Cleeve, Cheltenham GL52 8LR.	0845 6779097

---

<b>Outdoor areas</b>	<b>Sudeley Castle</b>
----------------------	-----------------------



The history of Sudeley Castle and its award-winning gardens spans over a thousand years and contains many varied tales of royal associations, wars and periods of neglect and subsequent restoration.

Sudeley Castle, Winchcombe,  
Gloucestershire, GL54 5JD

01242 602308

---

---

### **Pittville Park**

Opened in 1825, Pittville Park is the largest ornamental park in Cheltenham and features the magnificent pump room and lakes. Facilities include golf and a skateboarding area. All these facilities are situated to the west of Evesham Road.



To the east of the road you will find an excitingly designed children's play area which has picnic tables adjacent to the play equipment. The children's play area is a dog free zone and completely enclosed for added safety. Children will delight in the added attraction of the aviaries which house a variety of birds and bunnies which are managed in conjunction with the Support Our Birds and Bunnies Committee.



---

<b>Place of Worship</b>	<b>St Pauls</b> Gloucester Street, Winchcombe, Cheltenham, GL54 5LU	01242 602067
-------------------------	--	--------------

---

<b>Pharmacy</b>	<b>Lloyds</b> 11 High Street, Winchcombe, GL54 5LJ	01242 602305
-----------------	---	--------------

---

<b>Leisure Centre</b>	<b>Leisure @ Cheltenham</b> Tommy Taylor's Lane, Cheltenham, GL50 4RN	01242 528 764
-----------------------	---	---------------

---

<b>Public House</b>	<b>White Hart Inn</b> High Street, Winchcombe, Cheltenham, GL54 5LJ	01242 602359
---------------------	--	--------------

---

<b>News agents</b>	<b>Dhillon Stores,</b> 21 Abbots Leys Rd, Winchcombe, Cheltenham, GL54 5QG	01242 604483
--------------------	---	--------------

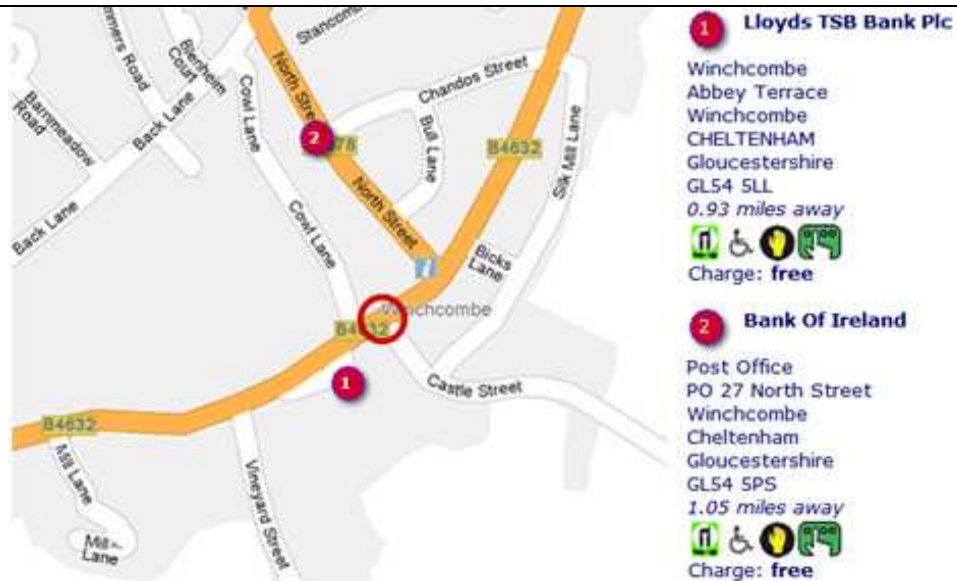
---

---

<b>Post Office</b>	<b>Winchcombe Sub Post Office</b>	01242 602315
	27 North St, Winchcombe, Cheltenham, GL54 5PS	

---

**Cash Points**



For more cash points please visit the following; [www.link.co.uk](http://www.link.co.uk)

---

## 12. Things to do

### The Gustav Holst Birthplace Museum



The Regency terrace house where Gustav Holst, composer of The Planets was born in 1874. The story of the man and his music is told alongside a fascinating display of personal belongings including his piano. The museum is also a fine period house showing the upstairs downstairs way of life in times past, including a working Victorian kitchen and laundry, elegant Regency drawing room and charming Edwardian nursery.

01242 524846

[www.holstmuseum.org.uk](http://www.holstmuseum.org.uk)

Holst Birthplace Museum:  
4 Clarence Road,  
Cheltenham,  
Gloucestershire,  
GL52 2AY

### Cheltenham Racecourse

Cheltenham, the jewel in Jump racing's crown, plays host to the best jumping action in the world from 350 spectacular acres in the lee of the beautiful Cotswold hills.

Whether you're visiting on a crisp bright October day or a balmy evening in May, you'll feel that unmistakable Cheltenham magic. The racing, the setting, the tradition and history, the shared sense of enjoyment all combine to give everyone, from those sampling our finest hospitality to the race goes on the course, an experience they'll never forget.



Cheltenham Racecourse,  
Evesham Road,  
Prestbury,  
Cheltenham,  
GL50 4SH

01242 513 014

[www.cheltenham.co.uk](http://www.cheltenham.co.uk)



## 13. Responsible purchasing

### **Reduce the energy costs of running your white goods appliances**

Apart from heating your home, the energy you use in your home is mostly used up by appliances so a lot of attention is being paid to making them use less energy. Although this is good for reducing bills and the environment, there is a much simpler and cheaper way to reduce costs.

To reduce the energy costs of running appliances you should make sure that your buying electricity and gas from one of the cheaper suppliers. Most people can save a significant amount of money each year – even if they've already changed suppliers before.

These savings can be far greater than the savings you could make by replacing an appliance with one that uses less energy. We don't need to get obsessive about constantly transferring to the cheapest energy supplier but it does make sense to at least check we aren't paying way over the odds by keeping an eye on competitive tariffs.

### **organic food procurement/ food growing/ local produce**

#### **Food Fanatics**

11 North St, Winchcombe,  
Gloucestershire, GL54 5LH

01242 604466



Delicatessen stocking a range of Local, Regional and International Foods, from everyday necessities to that little indulgence. Christmas is coming, great for ingredients and gifts, including Hampers.

[www.slipstream-organics.co.uk](http://www.slipstream-organics.co.uk)

#### **Slipstream Organics**

Unit 2, Ullenwood Court, Ullenwood  
Cheltenham, GL53 9QS

01242 227273

14. Emergency information

In case of an emergency please dial **999**

14.0 Location of A&E and local minor injuries clinics

**Hospitals**

**Minor Injuries and A&E Units**

Cheltenham General  
Sandford Road,  
Cheltenham,  
Gloucestershire,  
GL53 7AN

08454 222222

14.1 Location of police / fire station

**Police**

**Winchcombe Central Police Station**

Back Lane,  
Winchcombe,  
Cheltenham,  
Gloucestershire  
GL54 5QH

0845 090 1234

**Fire station**

**Gloucestershire Fire & Rescue**

Gretton Road  
Winchcombe  
Gloucestershire  
GL54 5EE

01452 753333

[glosfire.gov.uk](http://glosfire.gov.uk)



## 14.2 Emergency cut offs

### **Water**

The stop tap is situated in the cupboard under the stairs.

*Turn the tap Clockwise to cut off the water supply.*

### **Electric**

The consumer unit is situated behind the front door.

*Flick the switch for the main supply to off.*

## 14.3 Maintenance/Repair

If you have any maintenance requirements or require an urgent repair your point of contact is Cottsway Housing. The number below is operational 24hrs a day.

**Cottsway Housing – 01993 890000**

## 15. Links, references and further information

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

### **Markey Construction**

Unit Q1  
Quadrant Distribution Centre  
Quadrant Way  
Hardwicke  
Gloucester  
GL2 2RN

01452 886 155

[info@markeyconstruction.co.uk](mailto:info@markeyconstruction.co.uk)

Electronic versions can be found at the following address

[www.markeyconstruction.co.uk](http://www.markeyconstruction.co.uk)

If you would like any further information on what has been covered in the guide please contact the following organisations

Cottsway Housing  
Association  
Heynes Place  
Avenue 2,  
Witney  
OX28 4YG

01993 890001

**Contacts@cottsway.co.uk**

**cottsway.co.uk**

Sustrans  
[www.sustrans.org.uk](http://www.sustrans.org.uk)

Recycle now  
[www.recyclenow.com](http://www.recyclenow.com)

Cashpoints  
[www.link.co.uk](http://www.link.co.uk)

Postoffice  
[www.postoffice.co.uk](http://www.postoffice.co.uk)

Gloucestershire County  
Council  
Shire Hall,  
Westgate Street  
Gloucester  
GL1 2TG

01452 425000

**customerservicecomplaints**  
**@gloucestershire.gov.uk**

**gloucestershire.gov.uk**

Tewkesbury Borough Council  
Council Offices,  
Gloucester Road,  
Tewkesbury,  
GL20 5TT

01684 295010

**enquiries@tewbkesbury.gov.uk**

**cheltenham.gov.uk**

Energy saving trust  
[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

WRAP  
[www.wrap.org.uk](http://www.wrap.org.uk)

Places to visit  
[www.upmystreet.com](http://www.upmystreet.com)

News agents  
[www.martinmccoll.co.uk](http://www.martinmccoll.co.uk)

## 16. Appendices

Composting

Bus Timetable

Cycling routes

White Good brochure

# Composting

## Getting Started - Tips for top compost

- Position your composter on bare soil, not concrete or decking. It should be easy to get to all year round.

*Have a caddy in the kitchen to get you into the composting habit!*

- Get a good mix of '**greens**' (e.g. vegetable peelings) and '**browns**' (e.g. scrunched up cardboard). Try to add equal layers of **greens and browns**, this will help create air pockets for the microbes that break the material down to breathe, speeding up the rotting process.
- Composting works best if you add lots of materials at once. Chop chunky items into small pieces to speed up the process. Make sure that your compost is moist but not wet. Add water if it's too dry. Cover and add dry material if it is to wet.

*Young nettles are an excellent natural accelerator!*

- Keep adding a good mix of materials. After nine months your compost should be ready - dark in colour and have an earthy smell. When done you will have a rich compost to improve the soil on your plant or vegetable beds - and all for free!



# Start composting now!

At least 30% of your household waste could be composted.

Things you **CAN** put in your compost bin are:

## Greens

- ✓ Grass cuttings
- ✓ Tea bags
- ✓ Coffee grounds and filters
- ✓ Leaves
- ✓ Spent bedding plants
- ✓ Old flowers
- ✓ Nettles
- ✓ Vegetable peelings
- ✓ Pond algae and seaweed

## Browns

- ✓ Egg shells
- ✓ Fallen leaves
- ✓ Feathers
- ✓ Egg boxes
- ✓ Cereal boxes
- ✓ Corrugated cardboard  
(scrunched up in small amounts)
- ✓ Newspaper (scrunched up)
- ✓ Toilet tubes
- ✓ Shredded confidential documents
- ✓ Corn cobs and stalks
- ✓ String
- ✓ Rabbit & guinea pig bedding

## DO NOT COMPOST

- |   |                          |
|---|--------------------------|
| ✗ Meat or any material prepared with meat | ✗ Cheese                 |
| ✗ Plate scrapings                         | ✗ Coal ash               |
| ✗ Fish                                    | ✗ Dog poo and cat litter |

# 606 BUS ROUTE

Operator Code	CAS	CAS	CAS	CAS	CAS	CAS	CAS	CAS	CAS	CAS	CAS	CAS	CAS
Service No	606	606	606	606	606	606	606	606	606	606	606	606	606
		NSch	Sch										
Willersey, Collin Ln, The Pike		0715	0715			0855		1150		1500		1720	
Willersey, Leamington Rd, opp Smallbrook Rd		0717	0717			0857		1152		1502		1721	
Broadway, Leamington Rd, Wells Gdns		0719	0719			0859		1154		1504		1722	
Broadway, High St, opp Lygon Arms		0720	0720			0900		1155		1505		1724	1801
Broadway, High St, Lifford Hall		0721	0721			0901		1156		1506		1725	1802
Buckland, B4632, turn		0723	0723			0903		1158		1508		1726	1803
Laverton, B4632, turn		0725	0725			0905		1200		1509		1727	1805
Stanton, Old Manor Farm House						0907							
Stanton, B4632, turn		0727	0727					1202		1511		1728	1807
Stanway, crossroads		0729	0729			0910							
Didbrook, The Tree		0730	0730			0913							
Toddington, B4632, Pheasant Inn												1729	1809
Hailes, B4632, turn												1730	1810
Hailes, B4632, opp turn		0731	0731			0915							
Toddington, B4077, New Town rdbt		0733	0733			0918		1205		1515			
Toddington, B4077, opp Church Lane		0735	0735			0920		1207		1517			
Blacksheds		0737	0737			0922		1208		1519			
Greet, Becketts Ln, Harvest Home	0650			0742	0858		1115		1345		1645	1732	1813
Greet, Evesham Road, opp Harvest Home		0740	0740			0925		1210		1522			
Winchcombe, Greet Road, Medical Centre	0651	0741	0741	0745	0859	0926	1116	1211	1346	1523	1646	1733	1814
Winchcombe, Greet Road, Telephone Exchange	0651	0741	0741	0745	0859	0926	1116	1211	1346	1523	1646	1733	1814
Winchcombe, Back Lane, Library				0746		0928	1117	1212	1347	1524			
Winchcombe, Barnmeadow Road				0747		0930	1119	1214	1349	1526			
Winchcombe, Gretton Road, opp Delavale Road				0748		0931	1120	1215	1350	1527			

Winchcombe, North St, Old Police Station	0653	0743	0743	0749	0900	0933	1121	1216	1352	1528	1648	1735	
Winchcombe, Abbey Terrace, War Memorial	0655	0745	0745	0750	0904	0936	1125	1220	1356	1531	1650	1736	
Winchcombe, Cheltenham Rd, opp Hospital	0656	0747	0747	0752	0906	0938	1127	1222	1358	1533	1652	1737	
Postlip, Lodge	0657	0749	0749	0754	0908	0940	1129	1224	1400	1535	1653	1738	
Cleeve Hill, Golf Course	0659	0750	0750	0755	0910	0942	1131	1226	1402	1537	1655	1739	
Cleeve Hill, Rising Sun Hotel	0701	0753	0753	0758	0912	0944	1133	1228	1404	1539	1657	1740	
Southam, Old Road, Memorial					0914								
Southam, Main Rd, Sunset Ln	0702	0754	0754	0800		0946	1135	1230	1406	1541	1659	1741	
Prestbury, High St, opp War Memorial	0704	0755	0755	0803	0916	0948	1137	1232	1408	1543	1702	1742	
Prestbury, Prestbury Rd, Priors Rd	0705	0756	0756	0804	0917	0949	1139	1234	1410	1545	1703	1743	
Cheltenham, Prestbury Rd, opp Welland Lodge Rd	0706	0758	0758	0805	0921	0951	1141	1236	1412	1547	1704	1745	
Cheltenham, Albion Street	0709	0812		0810	0923	0955	1144	1239	1417	1552	1707	1748	
Cheltenham, Imperial Square			0812 R										
Cheltenham, Westal Green, St Stephens Rd			0815 R										
Pates Grammar School			0825 R										
Cheltenham, Royal Well Bus Stn [A]	0710	0815	0845 R	0813	0930	1000	1145	1245	1420	1600	1710	1755	







summary:route2

This is a hilly route that takes in varied scenery, with the option of visiting the historic market town of Winchcombe, Sudeley Castle, Belas Knap and several unspoilt Cotswold villages as well as a number of other places of interest.

Starting at Guiting Power, the main route takes an anticlockwise circuit.

- Guiting Power
- Sudeley Castle
- Winchcombe
- Belas Knap
- Charlton Abbots
- Brockhampton
- Sevenhampton
- Hazleton
- Turkdean
- Notgrove
- Aylworth



directions:route2

- 1

Starting opposite Guiting Power Post Office, head gently uphill along the main village street towards the north. After a mile or so, you drop down a valley to a crossroads.
- \*Straight on for alternative route to Winchcombe - See route notes for 2a
- 2

Turn left towards Roel Gate. About 1.6 miles from the crossroads turn left to continue along the main route.
- 3
- \*Straight on for alternative route 2b - See route notes 2a
- After another 0.5 miles the road forks, take the right fork signposted Brockhampton / Andoversford. The road drops down steeply offering beautiful landscape views. Ignore the 1st turning to the right and carry straight on. At the next T-junction turn left.
- 4
- \*Turn right for alternative route to the village of Brockhampton - route 2c
- Ignore the next turning left to Guiting Power and cycle on. At the cross roads with the A436 cross over and continue straight on over the disused railway line. Eventually you will follow the wall that surrounds Salperton Park. Route 2a rejoins the main route from the right.
- 5
- Very shortly you'll pass a minor lane on the left to Salperton Park and church. Keep going and take the next turning on the left towards Hazleton. The next left turn takes you into the village itself.
- 6
- After turning right at the Church, you'll drop into a valley and up the other side and arrive at a T-junction. Turn left and almost immediately bear right, ignoring the lane straight ahead (signed unsuitable for motors). This undulating lane, which includes a steepish climb midway, brings you to a T-junction. Turn left towards Turkdean, dropping steeply to Lower Dean, a small hamlet. The road turns sharply to the right at the valley bottom.
- 7
- At the next junction turn abruptly to the left. The road rises quite steeply up a wooded bank, all the way up to the village of Turkdean. Continue climbing through the village and carry on for 1.5 miles across comparatively flat high ground until you pass the lodge and gates of Notgrove Manor on your right.
- 8
- Slightly after the lodge turn right into Notgrove village. As you approach the village, turn left passing by the stone pillars either side of the lane. After cycling through Notgrove, take the next right, then left (signposted Bourton-on-the-Water) until you reach the A436. Cross over the A436 and carry on straight, ignoring the right turn towards the ford at Lower Harford. You'll drop steeply down to the hamlet of Aylworth and climb equally steeply up the other side to pass the golf course at Naunton Downs. Cross over the B4068 and drop down into the Windrush valley. After 0.3 mile you rapidly approach a road junction - Turn right. Take the first left and very shortly you arrive at your starting point in Guiting Power.

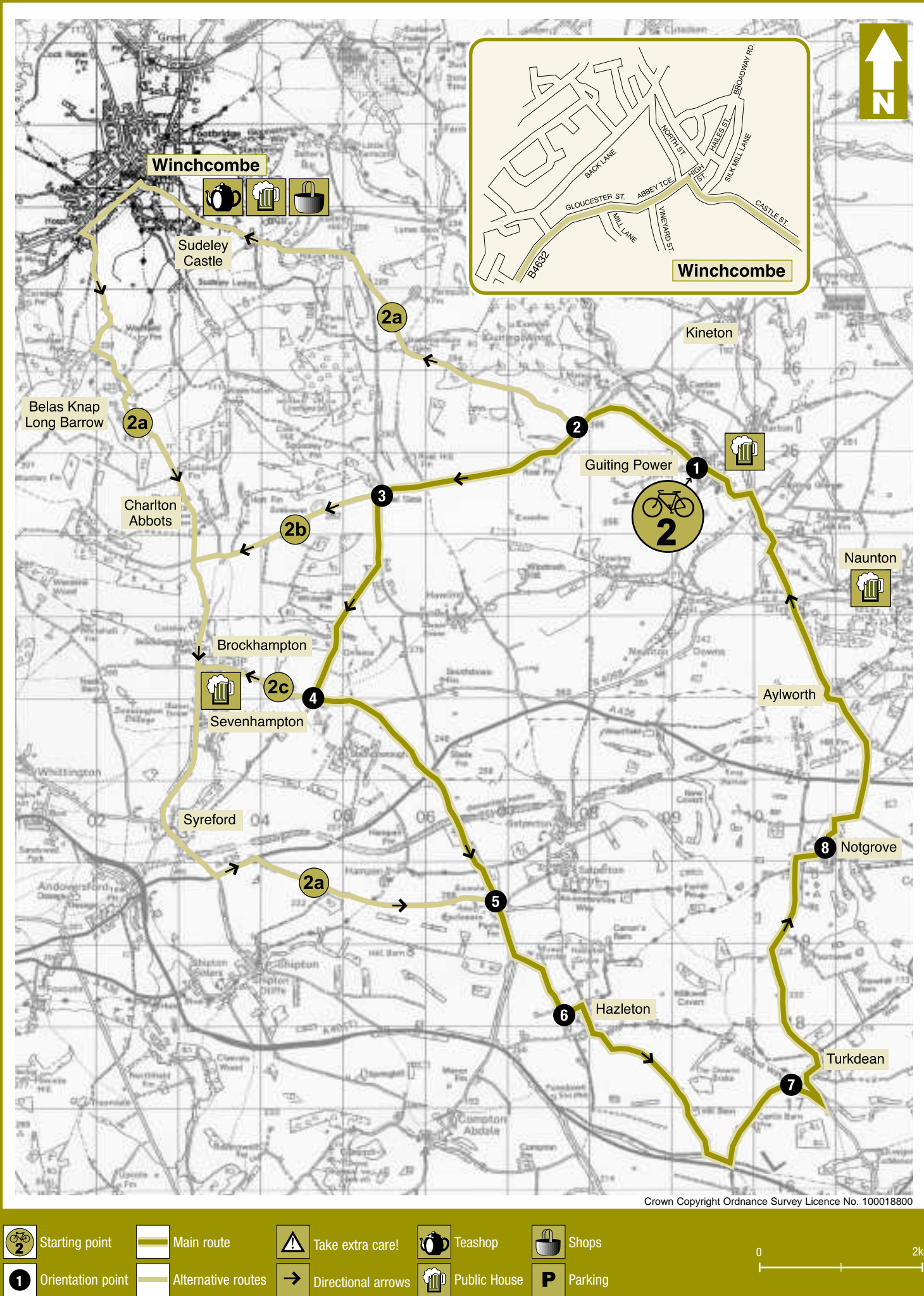
\*ALTERNATIVE ROUTES

- 2a

Alternative Route to Winchcombe (12.5 miles)
- Go straight over and wind your way up the hill. Before long, you'll skirt the edge of Guiting Wood. After passing through the woodland, a road joins from the left and two lanes to Ford and Cutsdean peel off to the right. Ignore these and drop down a steep hill into Winchcombe. This hill is very steep in places, particularly near the top. Near the bottom of the hill, on the left is a gatehouse to Sudeley Castle. Keep going over a bridge until you rise to join the main street through the ancient town of Winchcombe. Turn left through the town along the B4632. Although traffic is generally slow moving through the town, because of all the parked cars, it can be quite busy. (Public entrance to Sudeley is left down Vineyard Street). As you leave the built up area, (opposite the entrance to the hospital) turn left to Andoversford. After a very short distance turn sharp left into Corndeane Lane. You are about to climb a monstrous, mile long hill towards Belas Knap, a magnificently restored long barrow. In places the hill nudges 20% so be prepared for a tough ride! It is worth the slog though as, after reaching the top, views from the road open up across the high wolds. Keep going straight along the roller coaster road, past Brockhampton and Sevenhampton. Eventually you'll reach a T-junction. Turn left. After a short distance, go straight ahead at the minor junction and pass over an old railway bridge. When you reach the cross roads with the A436, turn left. Unfortunately it is necessary to cycle about 1/3 mile along the A436 before taking the first turning on the right, signposted Hampen. This lane climbs steadily for about 2 miles and passes the lane to the farming hamlet of Hampen on the left hand side after about a mile. At the T-junction turn right.
- 5
- 2b

Alternative Route to Winchcombe via Belas Knap / Brockhampton (1.5 miles)
- Continue straight on from Roel Gate. Ignore first turning to the left. At the cross roads, you can either turn right for Winchcombe via Charlton Abbots and Belas Knap or turn left for Brockhampton and continue using Alternative Route 2 (a) notes.
- 2c

Alternative Route to Winchcombe via Belas Knap / Brockhampton (1 mile)
- From turning right from the main route, straight ahead at the first crossroads. Continue through the village past the pub on the left. Just as you leave the village, turn right for Winchcombe or turn left for Syreford and continue along the main circular route using the 2 (a) route notes.





## Washing machines, washer-dryers and dishwashers

## Further information

## Related programmes

### How well does the product perform?

The 'A-G' indicators here are similar to the main energy efficiency ratings and are based on European standards (the test cycle used is on the label): 'A' is the best performance and 'G' the worst. Using models with 'A' ratings for both energy efficiency and performance, together with lower than average water consumption, will save you the most money – as well as being the best for the environment.

### Conserve water

To help you choose a water efficient model, the table below shows roughly how much water typical appliances use.

Washing machine:	30-100 litres per wash programme (based on a wash load capacity of 5kg)
Washer-dryer:	60-200 litres per wash and drying programme (based on a wash load capacity of 5kg)
Dishwasher:	10-30 litres per wash (based on an 8-place setting)
Dishwasher:	10-50 litres per wash (based on a 12-place setting)

### Noise

Manufacturers don't have to provide information on noise. If shown, the lower the number, the quieter the appliance.

### Light bulbs

In addition to the standard 'A-G' scale for energy efficiency, information on the packaging must include luminous flux (light output) of the light bulb in lumens, the input power of the light bulb in watts and the average rated life of the light bulb in hours.

### No labels?

Ask your retailer first - he must, by law, provide this information. Local authorities in England, Wales and Scotland are responsible for enforcing the regulations that cover energy labels and similar energy information in mail order catalogues etc. Enforcement in Northern Ireland is the responsibility of the Trading Standards Service of the Department of Enterprise, Trade and Investment.

You can obtain contact details for your local Trading Standards Department by visiting [www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk) and entering your postcode.



### Save Energy

To find out more ways to save money on your energy bills and choose efficient appliances, visit

[www.est.org.uk/myhome](http://www.est.org.uk/myhome) or call your local Energy Efficiency Advice Centre on 0800 512012 between 9am and 5pm Mondays-Fridays.

### Market Transformation Programme

Energy labelling is supported via Defra's Market Transformation Programme. To find out more about this Programme, visit [www.mtprog.com](http://www.mtprog.com) or call the Programme's helpline on 0845 600 8951.

**Market Transformation Programme**

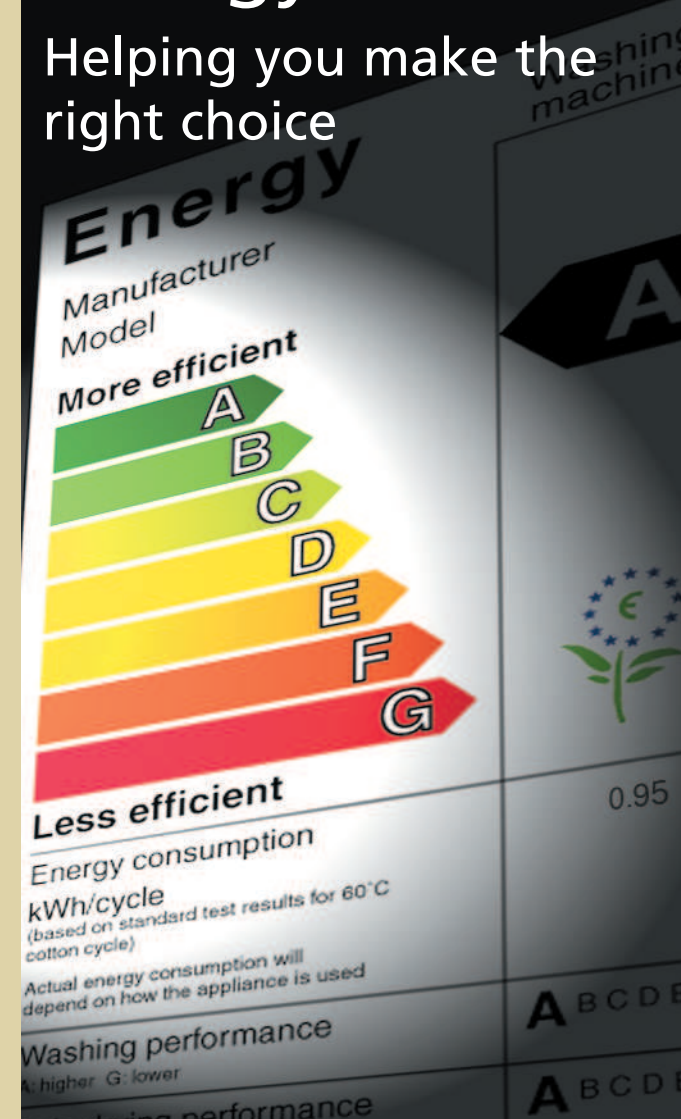
For further copies of this leaflet contact: DEFRA Publications, Admail 6000, London SW1A 2XX  
Tel: 08459 556000

Printed on recycled paper containing 80% post consumer waste and 20% totally chlorine free pulp.  
97EP0318/001A-EL PB7971

©Crown Copyright 2004  
Updated reprint February 2005

# Energy Labels

## Helping you make the right choice



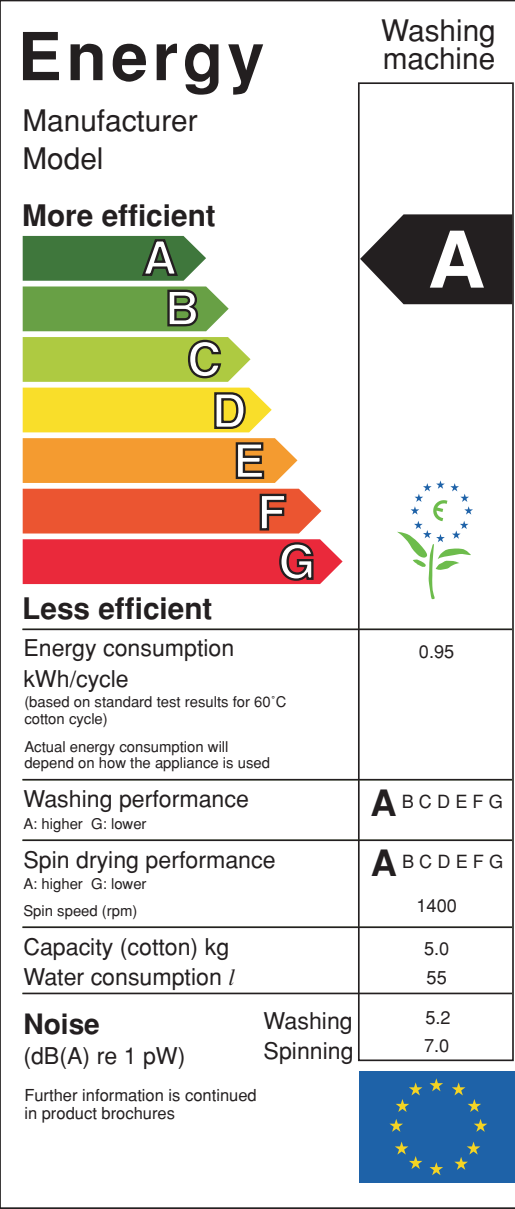
About Defra  
[www.defra.gov.uk](http://www.defra.gov.uk)



Energy Labels

Product details

Product details



By law, the European Community Energy Label must be displayed on all new household products of the following types displayed for sale, hire or hire-purchase:

- Refrigerators, freezers and fridge-freezer combinations
- Washing machines
- Electric tumble dryers
- Combined washer-dryers
- Dishwashers
- Lamps
- Electric ovens
- Air conditioners

Mail Order catalogues, Internet advertisements and manufacturers' literature must contain similar information. You should expect to be provided with this information wherever you buy or hire these products.

**How to Use the Energy Label To Choose More Efficient Products and Save you Money**

**What you get for your money – Energy Efficiency**

The more efficient the product, the less energy it needs and the more you get for your money. 'A' rated products are the most efficient and 'G' rated products the least efficient. The most efficient fridges and freezers can now be identified by new 'A+' and 'A++' markings on the large black arrow appearing against the green 'A' arrow.

**How much will it cost to run – Energy Consumption**

This tells you how much electricity the product uses, in kilowatt hours (kWh)\*. Use the kWh figure to see how much electricity and money you might save if you chose a different model. Using less electricity is better for the environment and for your pocket.

*\* When you buy electricity, your supplier charges you for how many kWh or 'units' of electricity you use. A one bar electric fire uses 1kWh in one hour. A 100watt electric light bulb uses 1kWh in 10 hours' use (an energy-saving light bulb would go on for 40 hours on 1kWh of electricity!).*

Actual savings will, of course, depend on how you use the product and how much you pay for your electricity. You can also save money by running washing machines, washer-dryers and dishwashers only when you have a full load, using economy and low temperature settings, and spin-drying clothes well before you tumble dry; by ensuring that fridges and freezers are installed away from cookers and other sources of heat in accordance with the manufacturer's advice; and by switching off lights when not needed.

**Manufacturer's name and product details**

This confirms the manufacturer's name and model number - check that this is the same as the model you actually choose to buy.

**The European Ecolabel**

Some products are awarded the European Ecolabel which may appear on the label or elsewhere. The Ecolabel indicates that the product has been independently assessed and found to meet strict environmental criteria (considering more than just energy consumption), putting it among the best in its class.

